



Patient Registration

Serves as the Center's telephone operator/reception. Interviews incoming patient or representative and enters information required for admission into the Center's practice management system and updates the Center's patient census data with current demographic and medical insurance information by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

As the Center's telephone operator, will skillfully communicate with callers. Quickly screens calls and routes them to the proper department or person. Understands how to use the functions and features of the individual telephones, as well as the functions and features of the facility switchboard. Participates in the rotation process of the Patient Registration Clerk in order to provide proper, weekend and evening coverage of the front desk and telephone operator functions. Assists in the rotation to staff the front desk until the last patient has left the building. Participates in all departmental and organizational meetings.

Interviews patient or representative by telephone to obtain current demographic information. Accurately enters data into the Center's Practice Management System.

Performs filing and data research and performs other duties as required. Explains Family Health Center's regulations regarding payment of accounts. Assists with patient flow and schedules medical appointments. Directs incoming patient and visitors to the appropriate location.

Responsible for collecting payments and issuing receipts to patients. Understands and complies with the Center's policies governing cash receipts and balance sheet requirements. Refers patients to the Billing Department for insurance concerns.

When applicable, the Patient Registration Clerk will provide center-wide translation assistance for the Center's non-English speaking patients.

Education and/or Experience:

High school diploma or general education degree (GED) is required. Bilingual (English and Spanish) is desired. Medical Administrative Assistant certification is preferred. Prefer two plus years of experience in a healthcare setting; or equivalent combination of education and experience.

How to Apply:

https://workforcenow.adp.com/jobs/apply/posting.html?client=fhckzoo&jobId=34041&lang=en_US&source=CC3

Contact Information:

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